

TASK ORDER (TO) STATEMENT OF WORK (SOW)
as of 6 Dec 2004

1. Task Monitors (TMs).

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2. Task Order Title. CITS Centralized Software Maintenance, Telephone Support, and Hardware Extended Warranty

3. Background. The Combat Information Transport System (CITS) is a multi-billion Air Force Program Management Office (PMO) operated out of Hanscom AFB, Massachusetts. CITS is the Air Force component of the National Information Infrastructure (NII) and Defense Information Infrastructure (DII). CITS was founded in 1997 to provide centralized Command and Control (C2) and Information Assurance tools, upgrade existing base backbones with high-speed data transport capabilities and upgrade and manage base telephone switches and management systems. CITS Program Management Office (PMO) is comprised of two functional areas to carry out its mission. One of these is the Network Operations and Information Assurance (NO/IA) Branch, which is primarily responsible for providing boundary layer infrastructure and network management capabilities for approximately 115 base Network Control Centers (NCC), 10 regional Major Command (MAJCOM) Network Operations and Security Centers (NOSC), and 3 test and evaluation sites. The CITS strategy is to utilize commercial-off-the-shelf (COTS) technologies and application packages and has purchased many software products during its existence. The PMO, in providing efficient lifecycle software support for all deployed software and hardware products, has utilized centralized support contracts in conjunction with the Enterprise Network Support Center (ENSC) at Gunter AFB, which serves as the central CITS Help Desk.

4. Objectives. To provide a centrally managed software maintenance, telephone support, and extended hardware warranty contract for selected CITS products. The central management initiative has proven to be a best practice activity and has been identified as a continued priority by the PMO.

5. Scope. This TO is to obtain a centrally managed software maintenance, telephone support, and extended hardware warranty contract for the following CITS software products for all Air Force bases worldwide. The pricing should be identified by product. The maintenance costs should be further identified for Software Upgrades (Version & Major Product) and Enhancements, Update/Patch level maintenance, Telephone Support, and Hardware Warranty support. The software and hardware components included in this task order are:

Vendor	Product
Bluecoat Systems	Security Gateway
Bluecoat Systems	BC-6026
Cisco	Cisco Works 2000 (Routed WAN)
Hewlett-Packard	OpenView Network Node Manager
Internet Security Systems	Internet Security Scanner
Internet Security Systems	Site Protector
NetIQ	AppManager
NetIQ	AppManager ResponseTime Modules
NetIQ	Security Reporting Center
NetIQ	Security Administration Suite
NetIQ	Exchange Mailbox Administrator
NetIQ	File and Security Administrator
NetIQ	AppAnalyzer
Network General	Sniffer Pro
Secure Computing	Sidewinder
Secure Computing	SmartFilter
SecureLogix	ETM-1010
SecureLogix	ETM-2100/3200
SecureLogix	Enterprise Telephony Manager
Symantec	Enterprise Security Manager
Symantec	Intruder Alert
Veritas	Backup Exec

Table 1

- **Task Area 11 – Licensing and Support.** Provides application installation support services for all aspects of installing approved standard/common/migration applications/systems. Also provides applications operation systems operation support services to include technical and administrative support for standard/common/migration applications or systems. All services provided under this task area shall use and be integrated with approved Federal, DoD, and states and local standard communication, security, data and other defined technical specifications.

6. Specific Tasks.

6.1 Task 1 - Software Maintenance.

6.1.1 Software maintenance shall be provided in the form of software upgrades and enhancements for the required software products. The contractor's proposal should identify the

yearly pricing by product. The software vendors shall send all enhancements and upgrades directly to the customer in the form of master CDs (patches) or Media Kits (updates and upgrades) or make the software available via Internet download. The contractor shall identify which of its COTS maintenance options (if applicable) matches the scope of this task so a price comparison may be made. The maintenance pricing should be further identified for:

Vendor	Application	Quantity
Bluecoat Systems	Security Gateway OS	21
Cisco	Cisco Works 2000 (Routed WAN)	11
Hewlett- Packard	HP OpenView Network Node Manager	132
Internet Security Systems	Internet Security Scanner	Unlimited
Internet Security Systems	Site Protector	Unlimited
NetIQ	AppManager + CITS procured Modules	Unlimited
NetIQ	AppManager ResponseTime Modules	Unlimited
NetIQ	Security Reporting Center	Unlimited
NetIQ	Security Administration Suite	Unlimited
NetIQ	Exchange Mailbox Administrator	Unlimited
NetIQ	File and Security Administrator	Unlimited
NetIQ	AppAnalyzer	Unlimited
Network General	Sniffer Pro	150
Secure Computing	Sidewinder	Unlimited
Secure Computing	SmartFilter	Unlimited
SecureLogix	Customer Care Plus	1,284 Spans
Symantec	Enterprise Security Manager	Unlimited
Symantec	Intruder Alert	Unlimited
Veritas	Backup Exec, Windows NT/2000, Open File Option, v8.6, License	11
	Backup Exec, Windows NT/2000, Open File Option, v8.6, License	21
	Backup Exec, Windows NT/2000, Advanced Server Edition, v8.6, License	3
	Backup Exec, Windows NT/2000, Remote Agent for Windows NT/2000, v8.6, License	38
	Backup Exec, Windows NT/2000, Remote Agent for Windows NT/2000, v8.6, License	1
	Backup Exec, Windows NT/2000, Remote Agent for Windows NT/2000, v8.6, License	3
	Backup Exec, Windows NT/2000, Microsoft Exchange Agent, v8.6, License	2
	Backup Exec, Windows NT/2000, Intelligent Disaster Recovery Option, v8.6, License	3
	Backup Exec, Windows NT/2000, Intelligent Disaster Recovery Additional Remote License, v8.6, License	41

Vendor	Application	Quantity
	Backup Exec, Windows NT/2000, Intelligent Disaster Recovery Additional Remote License, v8.6, License	1
	Backup Exec, Windows NT/2000, Library Expansion Option, v8.6, License	9
	Backup Exec, Windows NT/2000, Advanced Server Edition, v8.6, Combo 1 Year	3

Table 2

6.1.2 The Air Force will use a centrally managed location, the ENSC, to distribute licenses and documentation electronically. All requests for software maintenance shall be made by the ENSC and/or the PMO. The list of authorized names and their titles shall be provided after contract award.

6.1.3 Software Upgrades (Version and Major Product).

6.1.4 Update/Patch level maintenance.

6.1.5 The contractor shall submit a list of products and quantities with its proposal to the Government.

6.1.6 The contractor shall provide one copy of documentation for each Update/Patch and Upgrade (version and major product) to the point of contact listed in paragraph 9, Delivery Schedule, no later than ten working days after commercial release, with a goal of thirty days prior to commercial release.

6.1.7 The contractor shall also provide additional maintenance details related to its offer, e.g. including but not limited to, training, manuals, and testing.

6.1.8 If there is a situation where a product requires that the software and hardware maintenance not be separate, it should be annotated so that combined software and hardware maintenance may be purchased.

6.1.9 The contractor shall identify any and all products included in this Task Order that have reached their end of life.

6.2 Task 2 - Telephone Support.

6.2.1 The pricing of the Telephone Support should be provided by product. The contractor shall provide OEM vendor support for third level technical support in the resolution of applicable problems and issues. The Government shall use a centralized support center, the ENSC, for second level support, with authorized personnel contacting the software vendors for third level support. The product software vendor shall expect no more than 3 calls per week. If more than 3 calls are received for a sustained timeframe of three months, the contractor and the Air Force shall re-negotiate mutually acceptable price and terms to support the increased volume of support calls.

6.2.2 Telephone support shall include all personnel assigned to the ENSC (not to exceed 30 persons) and a maximum of five personnel assigned to the CITS PMO. If non-authorized personnel contact the vendor, the vendor shall direct them back to the Air Force ENSC. The list of authorized names and their titles shall be provided after contract award.

6.2.3 The contractor shall price telephone support for the following applications in accordance with paragraphs 6.2.3.1, 6.2.3.2, and 6.2.3.3 via a combination of manned and pager access:

Vendor	Application	Quantity
Bluecoat Systems	Security Gateway OS	21
Bluecoat Systems	BC-6026	21
Cisco	Cisco Works 2000 (Routed WAN)	11
Hewlett- Packard	HP OpenView Network Node Manager	132
Internet Security Systems	Internet Security Scanner	Unlimited
Internet Security Systems	Site Protector	Unlimited
NetIQ	AppManager	Unlimited
NetIQ	AppManager ResponseTime Modules	Unlimited
NetIQ	Security Reporting Center	Unlimited
NetIQ	Security Administration Suite	Unlimited
NetIQ	Exchange Mailbox Administrator	Unlimited
NetIQ	File and Security Administrator	Unlimited
NetIQ	AppAnalyzer	Unlimited
Network General	Sniffer Pro	150
Secure Computing	Sidewinder	Unlimited
Secure Computing	SmartFilter	Unlimited
SecureLogix	Customer Care Plus	1,284 Spans
SecureLogix	ETM-1010 Extended Hardware Warranty	176
SecureLogix	ETM-2100/3200 Extended Hardware Warranty	130
Symantec	Enterprise Security Manager	Unlimited
Symantec	Intruder Alert	Unlimited
Veritas	Backup Exec (Per Table 2)	Per Table 2

Table 3

6.2.3.1 Seven days a week, 24 hours a day.

6.2.3.2 Five days a week, 12 hours a day.

6.2.3.3 Five days a week, 8 hours a day.

6.3 Task 3 Hardware Warranty.

6.3.1 Hardware maintenance shall be provided for the following products. The contractor shall identify which of its COTS maintenance options (if applicable) matches the scope of this task so a price comparison may be made. The maintenance pricing should be further identified for:

Vendor	Application	Quantity
Bluecoat Systems	BC-6026	21
SecureLogix	ETM-1010 Extended Hardware Warranty	176
SecureLogix	ETM-2100/3200 Extended Hardware Warranty	130

Table 4

6.3.2 The Air Force will use a centrally managed location, the ENSC, to control the requests for, and distribution of, the hardware warranty actions, all requests for hardware warranty shall be made by the ENSC and/or the PMO. The list of authorized names and their titles shall be provided after contract award.

6.4 Deliverables.

6.4.1 Monthly Report. The contractor shall provide a monthly summary report of all software releases and all hardware warranty actions covered under this Task Order. The report shall include, but not necessarily be limited to:

- Software. Vendor, Product, Version Number Released, Release Date, the method of distribution, any end of life information.
- Hardware. Vendor, Product, Warranty Action, Date of Action any end of life information.

The report shall be provided in Microsoft Word or Excel and shall be in the contractor's format. Reports shall be provided no later than the 10th workday following the reporting month. The report shall be submitted electronically.

6.4.2 Software Media. The contractor shall provide one copy of documentation for each Update/Patch and Upgrade (version and major product) to the point of contact listed in paragraph 9, Delivery Schedule, no later than ten working days after commercial release, with a goal of thirty days prior to commercial release.

7. Place of Performance. Contractor's facility.

8. Period of Performance: One calendar year (1 Jan 2005 – 31 Dec 2005).

9. Delivery Schedule.

SOW Task #	Deliverable Title	Format	Number	Calendar Days After TO Start
6.3.1	Monthly Report	Contractor Format	<ul style="list-style-type: none"> • 1 copy of the transmittal letter <u>without the deliverable</u> to the Contracting Officer at: encore@scott.disa.mil. • 1 copy of the transmittal letter <u>with</u> the deliverable to: Michael Cerulli ESC/NI5 Bldg 1612, Suite E-100 5 Eglin Street Hanscom AFB MA 01731 (781) 377-5375 Michael.cerulli@hanscom.af.mil • 1 copy of the transmittal letter <u>with</u> the deliverable to: Royetta Link HQ, SSG/DOYH CITS/ENSC 	Monthly on 10 th Workday

SOW Task #	Deliverable Title	Format	Number	Calendar Days After TO Start
			201 East Moore Drive Bldg 856, Rm 202 Maxwell AFB, Gunter Annex AL 36114 (334) 416-7629 Royetta.Link@gunter.af.mil	
6.3.2	Software Media	Contractor Format	<ul style="list-style-type: none"> 1 copy of the transmittal letter <u>without the deliverable</u> to the PMO at: Michael.cerulli@hanscom.af.mil 1 copy of the transmittal letter <u>with the deliverable</u> to: Royetta Link HQ, SSG/DOYH CITS/ENSC 201 East Moore Drive Bldg 856, Rm 202 Maxwell AFB, Gunter Annex AL 36114 (334) 416-7629 Royetta.Link@gunter.af.mil	As Required

Table 5

10. Security. Not applicable.

11. Government-Furnished Information. Authorized Software/Telephone Support/Hardware callers will be provided after task order award.

12. Other Pertinent Information or Special Considerations.

- The contractor shall include the specific terms and conditions of each software product's maintenance agreement in the proposal.
- The contractor shall identify in their proposal any products included in this task order that have reached their end of life where software maintenance and/or telephone support is no longer available.
- The proposal shall be limited to ten pages, not including pricing tables and resumes.
- The following is a list of POCs familiar with CITS licensing arrangements for each of the COTS vendors whose products will be covered by this task order:

Vendor	POC	Email	Phone Number
Bluecoat Systems	John Sellers	John.sellers@bluecoat.com	703.749.9816
Cisco	Famah Hoffman	fhoffman@cisco.com	203.229.2320
Hewlett- Packard	Jeff Hart	Jeff_hart@hp.com	307.258.2025
Internet Security Systems	Douglas Steele	dsteele@iss.net	703.456.9105
NetIQ	Shelly Katz	Shelly.schwartz@netiq.com	713.418.5772
Network General	Sean Brantley	Sean.brantley@networkgeneral.com	386.615.9725
Secure Computing	Bob Patton	Bob_patton@securecomputing.com	703.463.2304
SecureLogix	Lisa Kenney	Lisa.kenney@securelogix.com	719.573.8471
Symantec	Peter Jackson	Peter_jackson@symantec.com	703.668.8725
Veritas	Tom Ullman	Tom.ullman@veritas.com	303.829.0343

Table 6

13. **Section 508 Accessibility Standards.** Not applicable.

14. **Service Delivery Summary (SDS)**

Performance Objective	PWS Paragraph	Performance Threshold
Delivery of Contract Data Requirements List (CDRL) reports	6.1	100% deliverables received on time with less than 5 data errors per CDRL sub-CLIN submission (not including grammatical, format or typographical errors)
Telephone Support	6.2	Initial calls for support will be answered by a person not a machine. The contractor shall answer 95% of calls within the first 30 minutes. Of the 5% not answered within 30 minutes, the contractor shall answer 95% within 45 minutes.
CITS Hardware outages	6.3.1	Replacement component Item(s) will be delivered within 48 hours for the items listed in Table 4 as directed by ENSC with less than 10% variance to times identified. Variance items will be shipped overnight delivery as directed by the government
CITS software upgrades & patches	6.1.1	When a software vendor releases an upgrade or patch to their product, the contractor shall make available hardcopy media and documentation within 5 business days. 95% of all upgrades will be provided within the 5 business day timeframe.